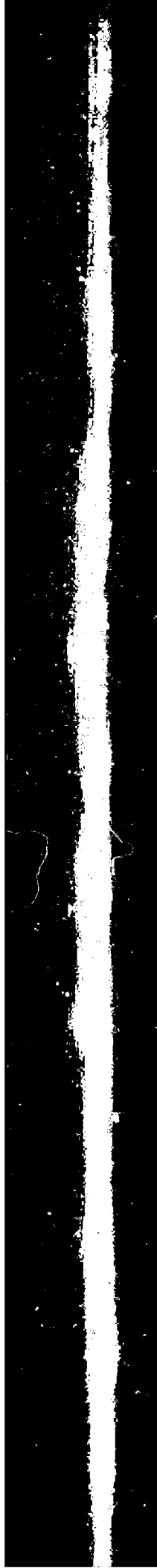
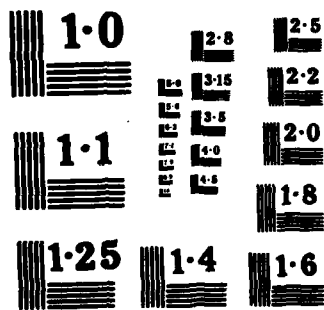


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EMERGENCY

SUPPLY

OPERATIONS

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REPORT NUMBER 85-2710

TITLE EMERGENCY SUPPLY OPERATIONS CENTER HANDBOOK

AUTHOR(S) MAJOR ALBERT N. TINIANOW

FACULTY ADVISOR MAJOR WILLIAM FURR, ACSC/EDOWC

SPONSOR MAJOR FRED NIELSEN, USMC, HEADQUARTERS DEFENSE LOGISTICS
AGENCY, HQ DLA-OSM

Submitted to the faculty in partial fulfillment of
requirements for graduation.

AIR COMMAND AND STAFF COLLEGE
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<p>This handbook is designed to assist personnel in the Emergency Supply Operations Center perform their duties. The Defense Logistics Agency has established an Emergency Supply Operations Center at each of its Defense Supply Centers to expedite urgent requisitions through the supply system. The book includes sections on the relationship between the Emergency Supply Operations Center and the other directorates at the Supply Center, applicable reference material, and numerous directories. A comprehensive checklist is also included to ensure expedite actions are fully considered.</p>						
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PREFACE

The Defense Logistics Agency (DLA) provides services and supplies which are used by more than one military service. One of the most critical aspects of this mission concerns expediting parts/services needed to sustain the combat readiness of our forces. This vital function is performed by the Emergency Supply Operations Centers (ESOCs) located at each of the Defense Supply Centers. To a great extent, the success of an ESOC depends on how effectively it interfaces with the other Directorates at the Supply Center. Orchestrating the Center's expedite actions requires a good knowledge of the other Directorate's functions and how those processes can be accelerated. ESOC personnel need to insure all expedite actions have been exhausted and the customer is kept apprised of those actions. In light of these responsibilities, this handbook addresses the interaction with other directorates, consolidates key reference data, provides a comprehensive expedite checklist, and furnishes critical directories needed to coordinate acceleration actions. In short, this handbook was designed to assist ESOC personnel perform their daily duties.

This handbook has already been reviewed by Headquarters Defense Logistics Agency and the Defense General Supply Center (DGSC). Comments and recommendations made by those agencies have been incorporated into the handbook. The author sincerely appreciates the support of DLA in this project and gratefully acknowledges the superb cooperation, expertise, and recommendations of the DGSC ESOC staff. A special thanks is due Major John Orkwis, Chief of ESOC at DGSC who acted as my liaison and devoted his time and efforts on my behalf.

This handbook is printed in a format requested by my sponsor and is to be published as a DLA Handbook after final review and approval by HQ DLA.

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ABOUT THE AUTHOR

Major Albert N. Tinianow, USAF, is a career Supply Officer with over thirteen years logistics experience consisting of detachment, base, MAJCOM, and DOD assignments. His assignments include tours at Beale AFB, California; Kadena AFB, Okinawa, Japan; Fairchild AFB, Washington; JUSMAGTHAI, Bangkok, Thailand; Offutt AFB, Nebraska, and the Defense General Supply Center (DGSC), Richmond, Virginia. While at DGSC, he served as a Logistics Staff Officer in the Weapon Systems Support Section for a year and then spent nearly two years as the Chief of the Emergency Supply Operations Center (ESOC), from November 1982 to August 1984. In both areas, Major Tinianow significantly improved managerial effectiveness by developing comprehensive management information systems. His innovative system to analyze ESOC requisitions was exported throughout the Defense Logistics Agency.

Major Tinianow has a Bachelor of Arts Degree in Business Marketing from Colorado State University and a Master of Arts Degree in Human Resources Management from the University of Oklahoma. In addition to his formal academic education he has completed Squadron Officer School, Air Command and Staff College, and the National Security Management Course.

BACKGROUND

ESOC HISTORY

ESOCs were established in DLA around the mid 1960s. Army Brigadier General John D. Hines is credited with creating the first ESOCs at Defense Industrial Supply Center and Defense General Supply Center. The first ESOC staff was formed by selecting people from the Customer Service Branch. According to Mr. Charlie Thomas, an original member of DGSC's ESOC (formed in 1968), the primary mission of ESOC hasn't changed significantly since it's initial charter. Mr. Thomas indicated that BG Hines basically set out four objectives for ESOC:

- 1) Act as the right arm of the Center Commander
- 2) Serve as the focal point for customer complaints on emergency requisitions
- 3) Expedite priority customer requirements as much as possible
- 4) Keep the Center Commander apprised on the status of critical requisitions and special projects.

Although the basic mission of ESOC hasn't changed, each Center developed a unique organizational structure based on different management approaches, availability of resources, and the commodities managed. In October 1984, HQ DLA standardized the ESOC organizational structure to resolve inconsistencies between Centers, concerning personnel grade levels and job series, and improve operational effectiveness. This standardization clarified responsibilities within ESOC and established ESOC as the focal point for customer inquiries. Additionally, incorporation of an expedite procurement section and or technical section was authorized to facilitate customer support. The bottom line was to insure ESOCs had the personnel, skill, and equipment needed to fulfill their mission.

ESOC MISSION

1. Acts as the operating and trouble-shooting arm of the Commander for critical supply problems which impact the worldwide materiel readiness of the U.S. Armed Forces.
2. Represents the Defense Supply Center Commander in resolving critical supply problems.
- 3. Manages and controls high priority supply projects and backorders.
4. Takes intensive management actions to satisfy critical supply problems by:
 - A. Directing new or additional procurements
 - B. Directing inventories
 - C. Directing the recoupment of materiel from property disposal
 - D. Authorizing premium pay for production or transportation
 - E. Initiating action to find substitute items or alternate sources
 - F. Initiating lateral support
5. Documents recurring supply problems, identifies trends, conducts studies to determine causes, and recommends corrective actions.
6. Processes high priority requisitions and follow-ups received by telephone and written means. Provides status and stock information.
- The criteria for requisitions warranting specialized monitoring has changed because of the volume of requisitions being processed. Requisitions must now be an Issue Priority Designator I (IPD 01) in lieu of an Issue Priority Group I (IPD 01-03) to receive automatic monitoring. IPD 02 and 03 requisitions coded as Not Mission or Partial Mission Capable Supply, having a JCS project code, or identified by HQ DLA or the Center Commander will also be intently monitored.

This mission statement was outlined from DLAM 5810.1, Chapter 2.

CENTER INTERFACES



CONTRACTING AND PRODUCTION DIRECTORATE

Coordination and cooperation between ESOC and the Contracting & Production Directorate (C & P) is essential to adequate customer support. Contracting and Production personnel are the principle negotiators with contractors. They solicit and award contracts to vendors/manufacturers as well as administer contracts. Principle functions relating to ESOC include:

1. Expediting solicitation and award of contracts
2. Making modifications to the contract such as:
 - a. accelerating delivery on partial or complete line quantities
 - b. authorizing premium pay and overtime charges
 - c. authorizing use of premium transportation
 - d. diverting property to different locations
 - e. amending shipping instructions
 - f. allowing waivers approved by the Technical Operations Directorate
3. Follow-up with contractors to obtain complete shipment data

ESOC personnel act as the liaison between the requisitioner and C & P.

A. ESOC supply technicians should let contracting personnel deal with contractors and discourage customers from contacting vendors or manufacturers. Direct contact between the customer and the vendor interferes with efforts to expedite requirements since only C & P can legally negotiate with contractors and assess individual requirements in light of competing contracts.

B. ESOC's provide C & P documentation stating the urgency of the requirement and the mission/dollar impact if the property cannot be delivered by the required delivery date. If substantial additional funding is needed to accelerate delivery, ESOC coordinates with the requisitioner and relays the customer's decision to C & P.

C. ESOC personnel are responsible for insuring the Center has exhausted all avenues of support in trying to rapidly fill customer requisitions. If responses on ESOC acceleration/expedite requests, DLA Forms 1128, to C & P are unsatisfactory the problem should be escalated to the appropriate section or division chief. Informal discussions should be used rather than written correspondence, to facilitate a cooperative atmosphere. Likewise, if you think a buyer/contract administrator hasn't "pushed" hard enough, talk to the applicable section supervisor. Diplomacy is the key to resolving these problems. On the other hand, outstanding efforts by buyers/contract administrators should be recognized and rewarded.

Always remember both agencies have the same goal --- optimum customer support.

INVENTORY MANAGEMENT DIVISIONS

A good dialogue with the Inventory Management Divisions will facilitate expedite actions and eliminate duplication of effort. The individual Inventory Managers (IMs) within these divisions possess intimate knowledge of an NSN's history, demands, procurement actions, technical specifications, and problems. This corporate knowledge helps ESOC personnel choose a course of action and eliminates repetitious actions. The list below focuses on an IM's knowledge which is beneficial to ESOC.

1. Provide information on the history on items including: when the Center assumed responsibility for the item, when an item was changed to stocked, changes in the item's demand pattern, information on contractors, and detailed synopsis sheets if the NSN has been a "problem" before.
2. Serve as the focal point for specific NSNs. IM has detailed NSN knowledge from discussions with technical and contracting counterparts, military service representatives, the losing inventory managers, and requisitioners.
3. Provide information on awards and contracts, plus contractor responses to acceleration requests already attempted. Also, IM may have information on stock in transit but not currently posted to computer records.
4. Knowledgeable of possible substitute NSNs, even though not linked into computer files. Items may be similar enough to satisfy the customer (e.g. same type cable assembly but different length).
5. Provide rationale for why stock is frozen or in an unserviceable condition and corrective actions underway.
6. Provide first hand knowledge of inbound stocks being returned to defense depots.
7. Assess status of backorders against specific NSNs. This information can help support an emergency buy and identify other requisitioners experiencing item failures for further investigation.
8. Coordinate with ESOC personnel to insure top management and customer are provided a unified Center response.

TECHNICAL OPERATIONS DIRECTORATE

Establishing a good relationship with the Technical Operations Directorate will help ESOC achieve it's mission. The Technical Operations Directorate performs the following functions which directly assist ESOC.

1. Perform substitute/interchangeable item research as a result of an ESOC phone call or submission of a Request for Technical Assistance, DLA Form 1198.
2. Maintain detailed NSN information required to create Procurement Identification Data packages so procurement can solicit for bids.
3. Determine whether items subject to shelf life restrictions can be extended.
4. Evaluate contractor's requests for waivers concerning product manufacture, testing, manuals and packaging.
5. Investigate complaints from customers concerning unsatisfactory product performance.
6. Provide information on NSN end item application.
7. Advise whether stock on hand coded as not issuable can be used (e.g., missing an operating manual, short a component part, incorrect material used in manufacture, etc.).
8. Provide customers with available procurement data on non-NSN requirements which are not authorized central procurement.

WEAPON SYSTEMS

The Weapon Systems branch/section at each Center provides ESOC with vital information on the various weapon systems coded into the DLA Weapon Systems Support Program (WSSP). DLA has experienced a tremendous growth in the WSSP because of increased command emphasis in the program, establishment of a traveling team to explain and publicize the program to the military services, and the large transfer of consumable items from service management to DLA.

Mutual cooperation and coordination are the primary relationships between ESOC and the Weapon Systems Section. In addition, understanding the Weapon Systems program helps ESOC personnel appreciate the end items being supported and provides visibility of the commonality of components among weapon systems. Below are some of the typical actions between ESOC and Weapon Systems.

1. Coordinate on weapon systems support effectiveness correspondence from the military services. (ESOC has information of mission impacting items to specific weapon systems, even though not coded in WSSP).
2. Coordinate attempts to get the user to request a NSN be coded to a specific weapon system. (This includes annotating correspondence back to the customer stating whether the item is coded and, if not, encouraging the user to coordinate with their service representative to have it coded in the WSSP).
3. Coordinate with Weapon Systems personnel to keep apprised of weapon system modifications, phase outs, overhaul schedules, and replacement systems.
4. Coordinate with Weapon Systems personnel to get on distribution for weapon system products which identify NSNs to specific Weapon Systems Designator Codes (WSDC).
5. Request the Weapon Systems Section provide periodic cross reference lists between Weapon System Designator Codes and common system descriptions.

Although not directly related to the interface between the sections, having a library reference book on weapon systems in ESOC, provides ESOC personnel ready access to general knowledge about weapon systems and visibility of end items.

REFERENCE DATA

EXPEDITE/ACCELERATION CHECKLIST

The following checklist has been divided into three major areas: the requisitioner, ESOC, and Contracting & Production. The breakout helps focus attention on the primary action agency. Personnel are reminded that these actions can and often are accomplished concurrently. Although not all inclusive, these checklists help ensure principle alternatives are considered when attempting to expedite an urgent supply request. Extra checklist blocks have been provided to permit local managers to include unique actions, such as the local manufacture of clothing, flags, etc.

REQUISITIONER

1. Has someone contacted the requisitioner, to determine the mission impact, "drop dead date", local actions taken, and upgrade actions?
2. What is the strength of the mission impact? (e.g., work stoppage, hull cut, deployment, not mission capable weapon system).
3. Can the requisitioner use less than the amount cited in the requisition? If so, what quantity is really needed?
4. Does the current requisition priority warrant premium transportation? If not, does the customer want to upgrade priority? (Issue Priority Group I requisitions automatically qualify for premium transportation).
5. Can the requisitioner local manufacture the item if the component assemblies can be obtained?
6. Can the requisitioner identify any possible substitute items? Will the next higher assembly suffice?
7. Will the customer agree to accept the item without the necessary manuals?
8. Are the damaged items capable of being repaired? (Normally not done but can be considered. For example, if requisitioner needs cable assembly maybe part of the old cable with new connectors would work.)
9. _____

10. _____

EXPEDITE/ACCELERATION CHECKLIST (CONT)

ESOC

1. Have requisitions been upgraded based on mission impact and or discussion with user?
2. Has lateral support from other units been accomplished?
3. Has Defense Property Disposal Service been checked?
4. Are any substitute items available for issue? Check with Technical Operations, Item Manager, End Item Manager, and Customer?
5. Have stocks in other than issuable condition, frozen for inventory, having edit blocks, been checked for possible release?
6. Have existing contracts been accelerated? If so, was the contract with the earliest delivery date accelerated first? If more than one contractor is supplying the item, have both been consulted? Is only the actual quantity needed being accelerated?
7. Has advanced airlift clearance been coordinated with the applicable service contact?
8. Does the cost for acceleration seem reasonable and is the customer willing to pay it (non-stocked item)? Reasonableness should consider amount of acceleration (e.g., days, weeks, months) in relation to initial delivery date, the unit cost, contract cost, and the ability to meet the required delivery date?
9. Does the requisition support a weapon system which can be procured through the direct buy concept?
10. Does the requisition support a weapon system listed in the Master Urgency List (MUL)? Does it qualify for a DX or DO rating?
11. Has materiel reported as excess (FTE) been screened and used if possible?
12. If available, have the NSN/part numbers been processed through the Inventory Locator System? (Note: The Inventory Locator System is a commercial data base for aircraft parts, including surplus dealers, whose inventories are periodically updated and maintained by the locator system.)

13. _____

EXPEDITE/ACCELERATION CHECKLIST (CONT)

CONTRACTING AND PRODUCTION

1. Will the contractor agree to divert the shipment directly to the customer?
2. Has procurement offered the contractor premium pay?
3. Will the contractor agree to work overtime shifts to accelerate delivery?
4. Will the contractor agree to make partial shipments as the materiel becomes available?
5. Has the contractor attempted to expedite the delivery of subcomponents when the inability to accelerate is caused by subcontractors?
6. Can the shipment be diverted into a storage depot for overpacking if required for an overseas shipment?
7. How high in the company has the procurement representative escalated the problem? Does it warrant higher management involvement?
8. Has procurement authorized the contractor to use overnight delivery, commercial air transport, or dedicated truck?
9. Will Technical Operations waive first article testing, if applicable?
10. Can LOGMARS (bar coding) be waived?
11. If the delivery date on a small business set-aside contract is unsatisfactory, has an attempt been made to waive this requirement through use of public exigency?

12. _____

13. _____

14. _____

15. _____

DIRECT BUY CONCEPT

The direct buy concept was developed to expedite critical requisitions for selected weapon systems by permitting direct contract negotiation with the prime contractors. Weapon system eligibility for the direct buy program is determined by HQ DLA in conjunction with the military service and the prime contractor. Further, only requirements which ground the aircraft qualify for the program. Prior to using the direct buy technique, Centers should exhaust all the normal expedite actions such as lateral support, substitute item availability, accelerated deliveries, diversions, etc. (refer to the expedite/acceleration checklists in this handbook). The direct buy concept is considered the last source of supply because unit costs are higher due to the noncompetitive environment and special handling. Sometimes, the contractor must remove the part from an aircraft on the production line. Prime contractors are very receptive to these requirements and normally ship requisitions within 24 hours.

Direct buy requirements are submitted to Defense Supply Centers via message or telephone through the applicable military service system manager. This technique ensures that system managers validate the urgency of the requirement. Most Centers have developed special worksheets to document direct buy requirements. Information on these sheets include NSN, part number, quantity, requisition number, priority, aircraft type and tail number, technical order reference, ship to/mark for data and any special remarks, and funding information. Under the direct buy concept, prime contractors have Blanket Order Agreements (BOA) which serve as the principle contractual document upon which Centers can place orders. As stated earlier only specific weapon systems are allowed to use this program and any exceptions must be coordinated and approved by HQ DLA.












































































MASTER URGENCY LIST

The Master Urgency List (MUL) is a classified document which categorizes specific weapon systems according to their importance to U.S. national defense. Certain crucial weapon systems are afforded a Presidential rating while others have a Department of Defense rating. This rating system is part of the Defense Priority System established under the Defense Production Act of 1950, which gave the President the authority to require contractors to work on certain contracts and orders over other contracts or orders on hand. The MUL identifies the weapon systems currently authorized under the Act. Procurements for requisitions supporting the weapon systems listed in the MUL can be assigned a "DO" or a "DX" rating. A "DO" rating is generally applied to defense orders identified by DOD and take precedence over non-rated orders. A "DX" rating has restricted use and applies to contracts/orders pertaining to Presidentially determined programs (weapon systems) having urgent national importance. "DX" orders take precedence over "DO" orders.

ESOC personnel should review the MUL and familiarize themselves with the weapon systems included in the program. Prior to using the program, ESOC needs to coordinate with the requisitioner and Contracting and Production. The customer must verify the requisition is in direct support of one of the weapon systems in the MUL. Contracting and Production can determine whether the contractor can improve delivery without having to resort to this procedure.

There are several problems associated with the MUL program. One difficulty in using the program is trying to link a requisition to a specific weapon system. This linkage isn't easy because commonly used National Stock Numbers can be tied to numerous weapon systems. Sometimes, ESOC representatives can overcome this limitation by discussing the weapon system application with the customer. Another problem concerns the quantity which can be expedited using this program. Only the amount required for the weapon system listed in the MUL can be expedited. Other quantities on the contract are not authorized the preferential treatment. This causes problems for contractors since small quantity production runs are not cost efficient. If possible, the contractor will generally agree to expedite the contract not using the MUL procedures in order to maximize production efficiency.

MILSTRIP PRIORITY

		URGENCY OF NEED DESIGNATOR		
		A	B	C
FORCE / ACTIVITY DESIGNATOR	I	  8  12 TO 13  12  16 TO 17  31  69 TO 84	  12  16 TO 17  31  69 TO 84	  31  69 TO 84
	II	  8  12 TO 13  12  16 TO 17  31  69 TO 84	  12  16 TO 17  31  69 TO 84	  31  69 TO 84
	III	  8  12 TO 13  12  16 TO 17  31  69 TO 84	  12  16 TO 17  31  69 TO 84	  31  69 TO 84
	IV	  12  16 TO 17  31  69 TO 84  31  69 TO 84	  31  69 TO 84  31  69 TO 84	  31  69 TO 84
	V	  12  16 TO 17  31  69 TO 84  31  69 TO 84	  31  69 TO 84  31  69 TO 84	  31  69 TO 84



PRIORITY
DESIGNATOR



*TIME IN DAYS - CONUS



*TIME IN DAYS - OVERSEAS

*INCLUDES REQUISITION SUBMISSION
TIME AND RECEIPT TAKE-UP TIME

NON-DOD EMERGENCY REQUIREMENTS

ESOCs should have established procedures to respond to emergency requisitions from customers outside the Department of Defense, such as requirements from the State Department and local civil authorities. Often, these activities do not have the necessary Federal Standard Requisitioning and Issue Procedures (FEDSTRIP) information to process the requisition using the automated system. Without correct information in edited fields, such as a valid account code (first six positions of the document number) or an approved fund code, the computer will reject the requisition. Due to their urgency, these requisitions are normally processed off line (not being input through the computer system) and Materiel Release Orders called directly to storage depots. Centers make after-the-fact transactions to insure proper accountability is maintained. ESOC personnel should check with their Management Support Office to see which account code and fund code are used to process non-DOD requisitions.

Normally these urgent requests are routed to the Center Staff Duty Officer or ESOC representative through HQ DLA-OSM or the HQ DLA Staff Duty Officer. ESOC personnel must remember satisfying the requirement is the primary concern--not completing the paperwork. These requisitions generally require overnight or next day delivery to meet mandatory delivery dates.

Obtaining the following data when processing these requirements will be beneficial:

1. Requisitioner's name and telephone number, including an after-duty-hours point of contact.
2. Date, time when requisition received.
3. Complete "mark for" comments and "ship to" address (This is critical since shipments are sent to non-DOD locations).
4. Advise the customer of the document number assigned.
5. Note time Materiel Release Order was called to depot.
6. Request depot provide complete ship data.
7. Advise ESOC Chief/Assistant of the requirement.

REQUISITION FORMAT

CARD COLUMNS

ENTRY

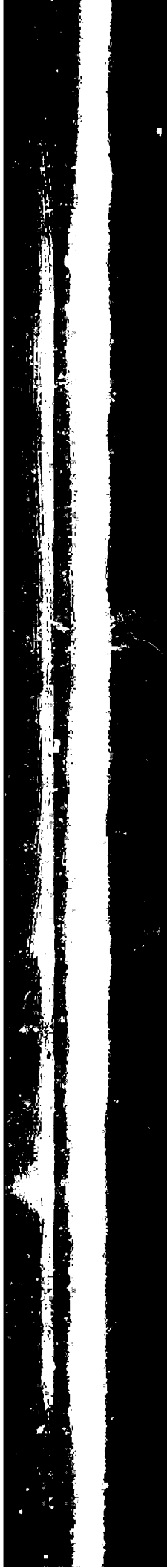
1-3.....DOCUMENT IDENTIFIER CODE
 4-6.....ROUTING IDENTIFIER
 7.....MEDIA AND STATUS CODE
 8-22.....NATIONAL STOCK NUMBER
 8-12.....FEDERAL SUPPLY CLASS
 13-22.....NATIONAL IDENTIFICATION ITEM NUMBER
 23-24.....UNIT OF ISSUE
 25-29.....QUANTITY (RIGHT JUSTIFIED)
 30-43.....DOCUMENT NUMBER
 30.....SERVICE
 31-35.....REQUISITIONER
 36.....YEAR
 37-39.....DAY
 40-43.....SERIAL NUMBER
 44.....DEMAND CODE
 45-50.....SUPPLEMENTARY ADDRESS
 45.....SERVICE
 46-50.....ADDRESS
 51.....SIGNAL CODE
 52-53.....FUND CODE
 54-56.....DISTRIBUTION CODE
 54.....RESERVED
 55-56.....PURPOSE CODE, OWNERSHIP CODE, OR SYSTEM DESIGNATOR
 • 57-59.....PROJECT CODE
 • 60-61.....PRIORITY
 • 62-64.....REQUIRED DELIVERY DATE (RDD)
 65-66.....ADVICE CODE
 67-80.....BLANK

• key fields which identify critical requisitions

1. The project code indicates the requisition supports a specific activity. Certain projects receive preferential treatment such as JCS (a "9" in the first position, cc 57) or Presidential support ("243" in cc 57-59).

2. The priority is the driving element within the Uniform Military Movement and Issue Priority System (UMMIPS). All priority 01 requirements regardless of RDD, and priority 02 and 03 requisitions with special codes in the Required Delivery Date (RDD) field are expedited.

3. Priority 02 and 03 requisitions having a RDD of "999", "555", or a "N" or "E" in the first position of the RDD (cc 62) will receive special support. The "999" and "555" are expedite signals which indicate a critical requirement for an overseas unit or a unit alerted for deployment within thirty days. The "N" signifies a Not Mission Capable Supply (NMCS) condition, and the "E" indicates a Partially Mission Capable Supply (PMCS) requisition.



ROUTING IDENTIFIER CODES

NAVY		
RIC	COG	<u>DEFENSE LOGISTICS AGENCY</u>
S9C	9C	Defense Construction Supply Center, Columbus, OH
S9D		Defense Property Disposal Service, Battle Creek, MI
S9E	9N	Defense Electronics Supply Center, Dayton, OH
S9F	9X	Defense Fuel Supply Center, Alexandria, VA
S9G	9G	Defense General Supply Center, Richmond, VA
S9I	9Z	Defense Industrial Supply Center, Philadelphia, PA
S9L		Defense Logistics Services Center, Battle Creek, MI
S9M	9L	Defense Personnel Support Center (Medical) Philadelphia, PA
S9P	9MP	Defense Personnel Support Center (Subsistence, Perishable) Philadelphia, PA
S9Q		Defense Industrial Plant Equipment Center, Memphis, TN (Contractor Inventory Redistribution System)
S9R		Defense Industrial Plant Equipment Center, Memphis, TN
S9S	9MF	Defense Personnel Support Center (Subsistence, Nonperishable) Philadelphia, PA
S9T	9D	Defense Personnel Support Center (Clothing & Textiles) Philadelphia, PA
S1T		Defense Orthopedic Footwear Clinic, Boston, MA
SGA		Defense Automatic Addressing System, Dayton, OH
SHA		Defense Automatic Addressing System, Tracy, CA
S7S		Defense Subsistence Region (Pacific) Alameda, CA

NAVY

N32	1R/5R	Navy Materiel Aviation Supply Office, Philadelphia, PA
N35	1H	Navy Materiel Ships Parts Control Center, Mechanicsburg, PA
N47		Navy Fleet Materiel Support Office, Mechanicsburg, PA

ROUTING IDENTIFIER CODES (CONT)

	NAVY	
RIC	COG	<u>ARMY</u>
AK2	9A	Tank Automotive Command, Warren, MI
AP5		USA Support Activity, Philadelphia, PA
A35		General Materiel & Petroleum Activity, New Cumberland, PA
B14	9H	Armament, Munitions & Chemical Command, Rock Island, IL
B16	9Y	Communications Electronics Command, Fort Monmouth, NJ
B17	9E	Aviation Systems Command, St. Louis, MO
B69		USA Medical Materiel Agency, Frederick, MD

AIR FORCE

F92		Air Force Clothing & Textile Office, Philadelphia, PA
FF2	9K	Sacramento Air Logistics Center, McClellan AFB, Sacramento, CA
FG2	9I	Ogden Air Logistics Center, Hill AFB, Ogden, UT
FH2	9J	Oklahoma City Air Logistics Center, Tinker AFB, OK
FL2	9F	Warner Robins Air Logistics Center, Robins AFB, Warner Robins, GA
FP2	9V/5N/5P	San Antonio Air Logistics Center, Kelly AFB, San Antonio, TX

MARINE CORPS

MPB		Marine Corps Logistics Base, Albany, GA
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COAST GUARD

ZIC		Ships Inventory Control Point, Curtis Bay, Baltimore, MD
ZNB		Coast Guard Supply Center, Brooklyn, NY
ZNC		Coast Guard Supply Center, Electronics Inv. Ctrl, Brooklyn, NY

STATUS CODES - REQUISITION PROCESSING

CODE	EXPLANATION
BA	Item being processed for release and shipment.
BB	Item backordered against a due-in to stock.
BC	Item on original requisition having this document number has been backordered. Available possible substitute is on hand.
BD	Requisition is delayed due to need to verify requirements relative to authorized application, item identification, technical data, or when the intent to procure for direct delivery is known.
BE	Depot/storage activity has a record of the Materiel Receipt Order (MRO) but no supporting transaction/record of the action taken.
BF	No record of the document in supply system.
BG	One or more of the following fields have been changed: (1) Stock number (2) Unit of Issue (3) Part Number
BH	Service/approved substitute/interchangeable item supplied.
BJ	Quantity changed to conform to unit pack.
BK	Requisition data elements have been modified as requested.
BL	Notice of Availability was forwarded to the country representative or freight forwarder.
BM	Your documents forwarded to activity indicated in cc 67-69.
BN	Requisition being processed as free issue.
BP	Item is on backorder or procurement for direct delivery.
BQ	Cancelled. Due to receipt of request from requisitioner, consignee, manager, or other authorized activity.
BR	Cancelled. Requisitioning activity <u>authorized cancellation</u> in response materiel to an obligation validation request from the processing point.
BS	Cancelled. Requisitioning activity <u>failed to respond</u> to a materiel obligation validation request from the processing point.
BU	Item being supplied against your Foreign Military Sales Case (FMS) Designator in cc 48-50 or your Grant Aid Program Number in cc 46-50.

STATUS CODES - REQUISITION PROCESSING (CONT)

CODE	EXPLANATION
BV	Item procured and on contract for direct shipment to consignee.
BW	Your FMS/Grant Aid requisition containing this document number has been received by the ILCO and submitted to the supply system.
BY	Depot/storage has previously denied the MRO by Doc. Ident. code A6_.
B2	Status of supply or procurement action precludes requested modification.
B3	The Required Availability Date (RAD) contained in the original requisition is unrealistic.
B4	Cancelled. Due to receipt of cancellation request from requisitioner consignee, manager, or other authorized activity. Do not deobligate funds.
B5	The activity code in cc 4-6 is in receipt of your followup request.
B6	The materiel applicable to the requisition requested for cancellation has been diverted to an alternate consignee.
B7	Unit price change. Latest price shown in cc 74-80.
B8	Quantity requested for cancellation or diversion not accomplished.
B9	The activity code in cc 4-6 is in receipt of your cancellation request. Action to cancel being attempted.
CA	Rejected. Narrative message provides reason for rejection.
CB	Rejected. Initial requisition requested quantity which could not be supplied by the Standard Delivery Date or Required Delivery Date be cancelled.
CD	Rejected. Unable to process because of errors in the quantity, date and or serial number fields.
CE	Rejected. Unit of issue in original requisition, does not agree with the Inventory Control Point unit of issue and cannot be converted.
CG	Rejected. Unable to identify requested item.

STATUS CODES - REQUISITION PROCESSING (CONT)

CODE	EXPLANATION
CH	Rejected. Requisition submitted to incorrect single manager/technical service/distribution depot and correct source cannot be determined.
CJ	Rejected. Item coded "obsolete" or "inactivated". Substitute item shown in stock number field may be available for issue.
CK	Rejected. Unable to procure. No substitute/interchangeable available.
CL	Rejected. Contractor requisition containing an "M" in cc 40 is to be processed initially by a Management Control Activity (MCA).
CM	Rejected. Fund obligation not cited and/or item is not or no longer free issue.
CP	Rejected. Source of supply is local manufacturer, fabrication, or procurement, or direct ordering from Federal Supply Schedule.
CR	Rejected. Requisition is for Government Furnished Material and item is not authorized by contract, or contractor is not authorized to requisition GFM, or contract in requisition not registered at MCA.
CS	Rejected. Quantity requisitioned is suspect of being in error or indicates excessive quantity.
CQ	Rejected. Item requested is command/service regulated or controlled.
CV	Rejected. Item prematurely requisitioned.
CW	Rejected. Item not available or is a nonavailable item whose transportation costs are uneconomical.
CX	Rejected. Unable to identify "bill to" and/or "ship to" address as designated by signal code, or the signal code is invalid.
CZ	Rejected. Subsistence item not available for resale.
C1	Rejected. Applies to subsistence only. Requested item not available nationally.
C2	Rejected. International Logistics Program funds are not available to process requisition.
C3	Rejected. Applies to subsistence only. Vendor cannot make delivery during shipping period.

STATUS CODES - REQUISITION PROCESSING (CONT)

CODE EXPLANATION

- C4 Rejected. Applies to subsistence only. Item is seasonal and not available for delivery during current shipping period.
- C5 Rejected. Requisitioner, upon inspection of materiel located in DPDO activity, rejected acceptance due to condition of materiel/ unacceptable substitute and/or materiel incorrectly identified.
- C6 Rejected. Requisition is for commercial type item which is not authorized for supply under the Foreign Military Sales Program.
- C7 Rejected. Document identifier code indicates this is a remarks/ exception data document.
- C8 Rejected. Vendor will not accept order for quantity less than quantity indicated in cc 76-80.
- C9 Rejected. Applies to subsistence only. Quantity in cc 25-29 cancelled due to nonavailability during shipping period.
- D2 Rejected. Item requested is Brand Name Resale and is in short supply.
- D3 Rejected. Activity did not respond to supply source request for additional information.
- D4 Cancelled. Applies to subsistence only. Your requisition quantity, together with all other requisitions received this cycle for the specified port or depot, does not meet contractor's minimum order quantity.
- D5 Rejected. Item requested is Nuclear Reactor Plant materiel. For issue to Nuclear Reactor Plant activities and support units only.
- D7 Rejected. Requisition modifier has errors in one or more data fields.
- D8 Rejected. Requisition is for controlled substance/item and requisitioner and/or "Ship To" address is not authorized recipient.

SUPPLY ASSISTANCE REQUEST

Requests for Supply Assistance may be submitted by a requisitioner to the source of supply on previously submitted requisitions having priority designators of 01-08. Requests may be submitted via letter, message, or phone (if the urgency dictates). Normally, Requests for Supply Assistance are monitored and answered by ESOC; however, each Center determines which office prepares the response depending on personnel resources and workload. Also each center sets their own time frames for responding to Supply Assistance Requests. Supply Centers have different response time frames depending on the priority of the requisition or the urgency of the mission impact. Generally speaking a reply will be sent to the customer no later than seven working days. This time frame allows ESOC to properly initiate expedite actions such as lateral support checks, substitute item research, accelerating deliveries from contractors, initiating emergency procurements, etc. The format for Supply Assistance Request is shown in DOD Manual 4140.17-M, appendix A-11. This regulation requires the following information:

Document Number, with suffix if applicable.

National Stock Number (NSN) or Part Number.

Substitute Information. List all known and acceptable substitute NSNs or part numbers. If none, so state.

Next Higher Assembly. If none, so state.

Lateral Support. List any activities contacted in an attempt to obtain item through lateral support and/or known activities using same item or weapons system. If none, so state.

Known Source. List any known sources for the item to include name, mailing address and telephone number (if known). If none, so state.

Mission Impact Statement. Include end item description, weapon system application. Indicate mission degradation created by lack of the item(s) or the statement "a classified NMCS condition exists due to lack of required assets."

* Remarks. Include additional pertinent data not covered above.

* DLA recommends field units provide a point of contact, name and telephone number (AUTOVON and commercial), to facilitate communication between activities and Defense Supply Centers.

AIRLIFT CLEARANCE - MILITARY SERVICE CONTACTS

Air Force Distribution Office
Wright Patterson AFB, Ohio 45433
Office Symbol: XOLX
Point of Contact

787-4946/7/8/9

United States Army Materiel Command
Logistics Control Activity
Presidio, San Francisco, CA 94129
Office Symbol: USANC-AMXLC-LA
Point of Contact

586-5841/2/3

Naval Materiel Transportation Office
Norfolk, VA 23511
Office Symbol: NAVMTO
Point of Contact

564-7831

Providing the above offices with advanced information concerning critical requisitions will facilitate air shipment of the property. Without advance notification, the airlift clearance office must wait for justification from the requisitioner. This policy ensures the customer fully considers the cost of airlift versus surface transportation. If the situation is urgent, the mission impact statements received from customers on Supply Assistance Requests can be used to justify airlift. Airlift clearance offices frequently request ESOs transmit a copy of the mission impact statement to document their files. In short, close coordination with the airlift clearance offices will ensure the property is fully expedited in transportation channels.

DIRECT BUY CONTACTS

AIRCRAFT TYPE	MANUFACTURER	SYSTEM MANAGER *
A-6	Grumman Aircraft Corp.	Aviation Supply Office Tel # _____ POC _____
E-2	Grumman Aircraft Corp.	Aviation Supply Office Tel # _____ POC _____
E-3A (AWACS)	Boeing Aerospace Co.	Oklahoma City ALC Tel # _____ POC _____
F-5	Northrop Corp.	San Antonio ALC Tel # _____ POC _____
F-14	Grumman Aircraft Corp.	Aviation Supply Office Tel # _____ POC _____
F-15	McDonnell Aircraft Co.	Warner Robins ALC Tel # _____ POC _____
F-16	General Dynamics / Fort Worth	Ogden ALC Tel # _____ POC _____
F-18	McDonnell Aircraft Co.	Aviation Supply Office Tel # _____ POC _____
-----	-----	Tel # _____ POC _____

* ALC in this field stands for Air Logistics Center.

HQ-DLA POINT OF CONTACT FOR THE DIRECT BUY PROGRAM IS:

HQ-DLA/DWSSO	Tel # 284-7975	POC _____
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DLA CONTACTS (HEADQUARTERS & OVERSEAS)

HEADQUARTERS: (Message Address HQ DLA CAMERON STATION VA/DLA-OSM)

<u>COMMODITY</u>	<u>AUTOVON</u>	<u>CONTACT</u>
Construction & Electronics	274-7258	-----
General Supplies & Industrial	274-7985	-----
Clothing & Textiles	274-7985	-----
Subsistence	274-7986	-----
Medical	274-7257	-----

DLA CUSTOMER SUPPLY ASSISTANCE OFFICES

HEADQUARTERS: (Message Address DLA CAMERON STATION VA//DCSAO)

Chief/Deputy 284-7871 -----
Comm: 202-274-7871

EUROPE: (Message Address DLA ZWEIBRUECKEN GE//DCSAO-E)

All commodities 314-494-1110 Ext. 5312/5313 -----
Comm: 6332-81-5312/5313

PACIFIC: (Message Address DLA SEOUL KOREA//DCSAO-P)

All commodities 315-262-1101 Ext. 293-6248 -----
Comm: Seoul 794-6908 Ext. 293-6248

ESOC CONTACTS - OTHER CENTERS

DEFENSE SUPPLY CENTER

OFFICE

AUTOVON

CONTACT

CONSTRUCTION

CHIEF, ESOC
CUSTOMER ASST
DUTY OFFICER

DCSC-OSC
DCSC-OSC

850-3271/3110
850-2271/3191
850-4101

ELECTRONICS

CHIEF, ESOC
CUSTOMER ASST
DUTY OFFICER

DESC-OSRC
DESC-OSRC

986-6491
986-6475/6515/6161
986-5300

FUELS

CONTINGENCY OPS
DUTY OFFICER

DFSC-LC

284-8105
284-6000

GENERAL

CHIEF, ESOC
CUSTOMER ASST
DUTY OFFICER

DGSC-OSL
DGSC-OSL

695-4211
695-4865
695-3825

INDUSTRIAL

CHIEF, ESOC
CUSTOMER ASST
DUTY OFFICER

DISC-OCCB
DISC-OCCB

442-4042/4046
442-2336
442-4042

PERSONNEL SUPPORT

MEDICAL

CHIEF, ESOC
CUSTOMER ASST
DUTY OFFICER

DPSC-ASE
DPSC-ASE

444-4161
444-2111
444-2341

CLOTHING AND TEXTILES

CHIEF, ESOC
CUSTOMER ASST
DUTY OFFICER

DPSC-TSKE
DPSC-TSKE

444-3281
444-3042
444-2341

SUBSISTENCE

CHIEF, ESOC (STK) DPSC-SSNCS
NONPERISHABLE (DICONSS) -SSNC
PERISHABLE -SSPC
DUTY OFFICER

444-2942/3/4/5
444-2946/7/8/9
444-3630/1/3636
444-2341

CONTACTS

TELEPHONE #	OFFICE SYM
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AUTO

BT4	Tooele	790-
B17	St. Louis	693-
FFG	Sacramento	839-
SAG	Mechanicaburg	977-
SBG	Tracy	462-
SCG	Columbus	850-
SMG	Memphis	683-
SNG	New Cumberland	977-
SPCC *	Ships Parts Control Center	430-
SRG	Richmond	695-
SUG	Ogden	790-

* SPCC acts as the monitor for Navy su

SERVICE LOGISTICS CENTERS CONTACTS
AIR FORCE

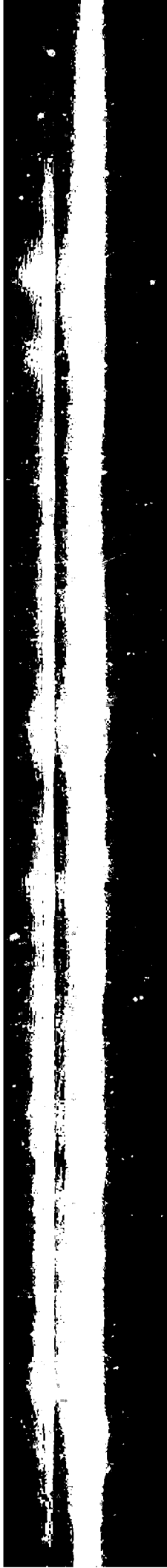
HQ AFLC
Wright Patterson AFB, OH
45433

DLA/LIAISON

787-6434/4686

ROUTING IDENT.	AIR LOGISTICS CENTER	DIRECTOR OF MATERIEL MGT (MM)	DIRECTOR OF DISTRIBUTION (DS)	MATERIEL SUPPORT BRANCH (MMIS)
FGZ	OGDEN ALC Hill AFB Ogden, UT 84406	458-5076	458-4441	458-7141
FHZ	OKLAHOMA ALC Tinker AFB, OK 73145	735-2019	735-3028	735-2641
FFZ	SACRAMENTO ALC McClellan AFB Sacramento, CA 95652	633-6410	633-3160	633-3527
FPZ	SAN ANTONIO ALC Kelly AFB San Antonio, TX 78241	945-7151	945-8705	945-5984
FLZ	WARNER ROBINS Robins AFB Warner Robins, GA 31093	468-5751	468-4030	468-2571

Notes: 1. Arranged alphabetical by ALC.
2. Blank spaces provided for names of contacts



SERVICE LOGISTICS CENTERS CONTACTS
NAVY/ MARINE CORPS/ ARMY/ COAST GUARD

ROUTING IDENT.	ACTIVITY	AUTOVON	CONTACT
<u>NAVY</u>			
N32	Materiel Aviation Supply Office Philadelphia, Pennsylvania	442-3843	-----
N35	* Materiel Ships Parts Control Center Mechanicaburg, Pennsylvania	430-3905	-----
N47	* Fleet Materiel Support Office Mechanicaburg, Pennsylvania	430-3905	-----
<u>MARINE CORPS</u>			
MPB	Marine Corps Logistics Base Albany, Georgia	460-6585	-----
<u>ARMY</u>			
AKZ	Tank Automotive Command Warren, Michigan	786-5777	-----
AP5	USA Support Activity Philadelphia, Pennsylvania	444-2517	-----
A35	General Materiel & Petroleum Activity New Cumberland, Pennsylvania	997-6359	-----
B14	Armament, Munitions & Chemical Command Rock Island, Illinois	793-5244	-----
B16	Communications Electronics Command Fort Monmouth, New Jersey	992-2140	-----
B17	Aviation Systems Command St. Louis, Missouri	693-3312	-----
<u>COAST GUARD</u>			
ZIC	Ships Inventory Control Point Baltimore, Maryland	923-3711	-----
ZNB	* Supply Center Brooklyn, New York	456-2264	-----
ZNC	* Electronics Inventory Control Point Brooklyn, New York	456-2264	-----

* Activities at same location are served by the same AUTOVON number

OTHER INFORMATION

JULIAN DATE CALENDAR

(PERPETUAL)

Day	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Day
1	001	032	060	091	121	152	182	213	244	274	305	335	1
2	002	033	061	092	122	153	183	214	245	275	306	336	2
3	003	034	062	093	123	154	184	215	246	276	307	337	3
4	004	035	063	094	124	155	185	216	247	277	308	338	4
5	005	036	064	095	125	156	186	217	248	278	309	339	5
6	006	037	065	096	126	157	187	218	249	279	310	340	6
7	007	038	066	097	127	158	188	219	250	280	311	341	7
8	008	039	067	098	128	159	189	220	251	281	312	342	8
9	009	040	068	099	129	160	190	221	252	282	313	343	9
10	010	041	069	100	130	161	191	222	253	283	314	344	10
11	011	042	070	101	131	162	192	223	254	284	315	345	11
12	012	043	071	102	132	163	193	224	255	285	316	346	12
13	013	044	072	103	133	164	194	225	256	286	317	347	13
14	014	045	073	104	134	165	195	226	257	287	318	348	14
15	015	046	074	105	135	166	196	227	258	288	319	349	15
16	016	047	075	106	136	167	197	228	259	289	320	350	16
17	017	048	076	107	137	168	198	229	260	290	321	351	17
18	018	049	077	108	138	169	199	230	261	291	322	352	18
19	019	050	078	109	139	170	200	231	262	292	323	353	19
20	020	051	079	110	140	171	201	232	263	293	324	354	20
21	021	052	080	111	141	172	202	233	264	294	325	355	21
22	022	053	081	112	142	173	203	234	265	295	326	356	22
23	023	054	082	113	143	174	204	235	266	296	327	357	23
24	024	055	083	114	144	175	205	236	267	297	328	358	24
25	025	056	084	115	145	176	206	237	268	298	329	359	25
26	026	057	085	116	146	177	207	238	269	299	330	360	26
27	027	058	086	117	147	178	208	239	270	300	331	361	27
28	028	059	087	118	148	179	209	240	271	301	332	362	28
29	029		088	119	149	180	210	241	272	302	333	363	29
30	030		089	120	150	181	211	242	273	303	334	364	30
31	031		090		151		212	243		304		365	31

FOR LEAP YEAR ADD ONE (1) DAY AFTER 28 FEBRUARY

MESSAGE ROUTING FOR INFORMATION DISSEMINATION

ESOCs should strive to keep customers apprised of changes which could impact customer support. Examples include ESOC phone numbers changes, revised message routing for submitting Supply Assistance Requests, and or notification of prolonged computer outages. In the past, ESOCs would try to advise their primary customers via message, however this technique often failed to reach the majority of customers. Failure to reach customers caused confusion and ill will between ESOCs and units. To rectify this situation, the DLA Customer Assistance Office (DLA-DCSAO) established message address "AIG 4655" to rapidly disseminate logistical information to DLA elements, military services, and federal agencies. DLA-DCSAO advised Centers by message (date time group 032151820 May 84) of addressees in this AIG. These include:

DLA CAMERON STATION VA//DCSAO/OSM/LRL
DCSC COLUMBUS OH//DCSC-OSC/DCSC-T
DESC DAYTON OH//DESC-OSR
DFSC CAM STA VA//DFSC-OBE
DGSC RICHMOND VA//DGSC-OSL/DGSC-T
DISC PHILADELPHIA PA//DISC-OCC
DPSC PHILADELPHIA PA//DPSC-ASE/DPSC-TSKE/
DPSC-SSE/DPSC-SSNC//DPSC-SSPC
DDMT MEMPHIS TN//DDMT-I
DDMP MECHANICSBURG PA//DDMP-J
DDOU OGDEN UT//DDOU-DO
DDTC TRACY CA//DDTC-I
DA WASH DC//DA-LO
COMNAVSUPSYSCOM WASH DC//CODE 03
HQ USAF WASH DC//LEYST
CMC WASH DC//CODE LHM2
GSA FSS WASH DC//FFN
NASA WASH DC//CODE NIE-8/SUPPLY & EQUIP MGMT
NATIONAL GUARD BUREAU WASH DC//NGB-LG/NGB-ARL
COMDT COGARD WASH DC//G-FLP-1
CDR DARCOM ALEX VA//LAO
ANG SPT CEN ANDREWS AFB MD//LGS
DLA SEOUL KOREA//DCSAO-P
DLA ZWEIBRUECKEN GE//DCSAO-E

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